BID #B19-04

Digital Parking Permit System

ADDENDUM #1

DATE: December 11, 2018

RE: Digital Parking Permit System

Please see the questions and answers below.

Q. How many permits does the District issue annually?

A. The District issues nearly 30,000 permits annually and upon conversion will issue an additional 3000-4000 permits for employees (adjunct faculty, retirees, etc.) on a one time addition to the system.

Q. Are you able to describe the current permit call volume now for customer service/support?

A. The police department provides 56 hours of customer support, in person and by telephone, related to questions on parking permits, voids, and dismissals. The cashier’s office sells the permits. In fiscal year 2017-2018 the police department processed 2,833 dismissals (one per semester is permitted per student) and over 700 first level appeals.